

**From:** s 47 E(c)  
**Sent:** Thu, 10 Sep 2020 09:11:59 +1000  
**To:** s 47 E(c); Holgate, Christine  
**Cc:** Macdonald, Nick (AUSTPOST) s 47 E(c)  
**Subject:** RE: Article in The SMH and The Age today

Thanks s 47 E(c) we have shared back with the journalist and it is also being added to our Newsroom,

Thanks, s 47

s 47 E(c)

Head of External Communications  
 Corporate Affairs  
 Level 14, 111 Bourke St MELBOURNE VIC 3000

T s 47 E(c)

M s 47 E(c)

E s 47 E(c)

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**From:** s 47 E(c)  
**Sent:** Thursday, 10 September, 2020 8:54 AM  
**To:** Holgate, Christine <Christine.Holgate@auspost.com.au>  
**Cc:** s 47 E(c); Macdonald, Nick  
 <Nick.Macdonald@auspost.com.au>; s 47 E(c)  
**Subject:** Re: Article in The SMH and The Age today

I think it's worth getting this clarification up on the newsroom as well as the article is getting some traction on social media.

s 47 E(c)

s 47 E(c)

General Manager  
 Corporate Affairs  
 Level 19, 111 Bourke Street Melbourne VIC 3000

T s 47 E(c)

M s 47 E(c)

E s 47 E(c)

On 10 Sep 2020, at 8:48 am, Holgate, Christine <[Christine.Holgate@auspost.com.au](mailto:Christine.Holgate@auspost.com.au)> wrote:

Good

Christine Holgate  
Group Chief Executive Officer, Australia Post  
Mobile +61 s 47 E(c)

On 10 Sep 2020, at 8:31 am, s 47 E(c) wrote:

Hi Christine,

As discussed, suggested response below for your ok please:

*We can confirm that Ms Holgate did not speak to Senator Hanson or One Nation on this matter, nor did she threaten Melbourne City Council, with whom she holds in high regard and values the relationship.*

Thanks, s 47 E(c)

s 47 E(c)

Head of External Communications  
Corporate Affairs  
Level 14, 111 Bourke St MELBOURNE VIC 3000

T s 47 E(c)

M s 47 E(c)

E s 47 E(c)

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**From:** Holgate, Christine

**Sent:** Thursday, 10 September, 2020 7:34 AM

**To:** s 47 E(c)

**Cc:** Macdonald, Nick

<[Nick.Macdonald@auspost.com.au](mailto:Nick.Macdonald@auspost.com.au)>; s 47 E(c)

**Subject:** Re: Article in The SMH and The Age today

I will call in 10

Kind Regards,

Christine Holgate  
Group Chief Executive Officer & Managing Director  
Australia Post

+61 s 47 E(c)

On 10 Sep 2020, at 07:31, s 47 E(c) wrote:

Apologies and here it is:

*Just seeking an update to your story please, specifically first re this line:*

*Ms Holgate did not respond to the question of whether she spoke to Senator Hanson or One Nation directly prior to authorising the emailed threat.*

*Can confirm that CH did not speak to PH/ON on this matter.*

*Further, and more broadly, at no stage did CH or Australia Post threaten the MCC. The email you refer to was not a threat – rather just a statement about the fundamental importance of protecting the integrity of the mail and that if the mail was not delivered we would need to consider further steps.”*

s 47 E(c)

Head of External Communications  
Corporate Affairs  
Level 14, 111 Bourke St MELBOURNE VIC 3000

T s 47 E(c)

M s 47 E(c)

E s 47 E(c)

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**From:** Holgate, Christine

**Sent:** Thursday, 10 September, 2020 7:30 AM

**To:** s 47 E(c)

**Cc:** Macdonald, Nick

<[Nick.Macdonald@auspost.com.au](mailto:Nick.Macdonald@auspost.com.au)> s 47 E(c)

**Subject:** Re: Article in The SMH and The Age today

Sorry s 47 I am confused can you send me back just what you intend to write? Thanks.

Kind Regards, Christine

Christine Holgate  
Group Chief Executive Officer & Managing Director  
Australia Post

+61 s 47 E(c)

On 10 Sep 2020, at 07:23, s 47 E(c) wrote:

Hi Christine,

We've just been working with Nick on the below response to the journalist which we have not sent yet so please let me know your thoughts :

"Hi Rob

Just seeking an update to your story please, specifically first re this line:

*Ms Holgate did not respond to the question of whether she spoke to Senator Hanson or One Nation directly prior to authorising the emailed threat.*

Can confirm that CH did not speak to PH/ON on this matter.

Further, and more broadly, at no stage did CH or Australia Post threaten the MCC. The email you refer to was not a threat – rather just a statement about the fundamental importance of protecting the integrity of the mail and that if the mail was not delivered we would need to consider further steps."

There is a small chance with us going back to seek this correction that it may kick the story along a little further, happy to discuss,

Thanks, s 47 E(c)

s 47 E(c)

Head of External Communications  
Corporate Affairs  
Level 14, 111 Bourke St MELBOURNE VIC 3000

T s 47 E(c)

M s 47 E(c)

E s 47 E(c)

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**From:** Holgate, Christine

**Sent:** Thursday, 10 September, 2020 7:17 AM

**To:** s 47 E(c)

**Cc:**

**Subject:** Re: Article in The SMH and The Age today

s 47

I can appreciate yesterday was a frustrating day for you. When we have so much on too. There are lots of us here to help you.

Note my words below say consider and let me know your thoughts, that does not necessarily mean do. I also asked for a correction on threatening the MMC not PH. I have no problem that you have followed up on both, I just want you to check before you respond as I know how challenging things can get when you cover for others and we have so much on.

Kind Regards,

Christine

Christine Holgate  
Group Chief Executive Officer & Managing Director  
Australia Post

+61 [REDACTED] s 47 E(c)

On 10 Sep 2020, at 07:03, [REDACTED] s 47 E(c) wrote:

Hi Christine,

We have gone back to the journalist requesting a correction of both matters,

Many thanks, [REDACTED] s 47 E(c)

[REDACTED] s 47 E(c)

Head of External Communications  
Corporate Affairs  
Level 14, 111 Bourke St MELBOURNE VIC 3000

T [REDACTED] s 47 E(c)

M [REDACTED] s 47 E(c)

E [REDACTED] s 47 E(c)

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**From:** Holgate, Christine

**Sent:** Thursday, 10 September, 2020 6:26 AM

**To:** [REDACTED] s 47 E(c)

**Cc:** [REDACTED] s 47 E(c)

[REDACTED] s 47 E(c)

s 47 E(c)

s 47 E(c)

Macdonald, Nick

<[Nick.Macdonald@auspost.com.au](mailto:Nick.Macdonald@auspost.com.au)>

s 47 E(c)

s 47 E(c)

**Subject:** Re: Article in The SMH and The Age today

s 47 I did not contact Pauline Hanson. I certainly did not threaten the MCC. Please can you consider asking the journalist to amend his statement saying I threatened them please. I await your reply.

Kind Regards,

Christine Holgate  
Group Chief Executive Officer & Managing Director  
Australia Post

+61 s 47 E(c)

On 10 Sep 2020, at 06:14, s 47 E(c) wrote:

Good morning,

Following a media query yesterday relating to the delivery of mail into locked down units in Melbourne in July, a statement was provided and the below article has been published today in The Sydney Morning Herald and link to The Age online version is here -

<https://www.theage.com.au/politics/federal/australia-post-pauline-hanson-and-the-locked-down-public-housing-tower-20200909-p55u01.html?>

Many thanks, s 47 E(c)

## Pauline, the Post and the problematic parcels

Australia Post chief executive Christine Holgate threatened to call police unless the City of Melbourne delivered more than 100 Pauline Hanson's One Nationbranded stubby holders to every apartment in a locked-down North Melbourne public housing tower.

Ms Holgate's written ultimatum, issued through her senior legal counsel, came days after Senator Hanson had labelled residents of the towers "drug addicts" and "alcoholics", and at the same time that Australia Post was attempting to win One Nation's vote to ensure a temporary reduction in daily postal services was not overturned by the Senate.

The 114 parcels were intercepted by the council while it was managing the week-long Victorian government-enforced lockdown of 3000 people in nine towers.

Officials overseeing distribution of food, medical supplies and mail at Canning Street, North Melbourne, opened one parcel addressed "to the householder" of an unoccupied flat and decided against distributing the stubby holders.

Sources said the items would inflame what was already an "emotional tinder box" within the tower following Senator Hanson's comments on the Nine Network's Today program earlier that week.

The Queensland senator had referred to residents of the towers as "from war-torn countries" and said "probably English is their second language" and they had not "adhered to the rules of social distancing".

The stubby holders, featuring Senator Hanson's face and emblazoned with the slogan, "I've got the guts to say what you're thinking," were accompanied with a hand-written note that read: "No hard feelings."

In an email, seen by The Age, Australia Post's general counsel and corporate secretary Nick Macdonald said the organisation would notify "the police or other relevant authorities" unless the 114 parcels were delivered "without further delay". "If it is correct that the parcels have not been distributed as addressed, this is of very serious concern," the email dated Saturday, July 11, reads.

"The integrity of the mail is of paramount importance and it is a fundamental principle that mail should be delivered as addressed without delay or interference, subject to safety and other relevant protocols being adhered to."

Mr Macdonald said that in the circumstances it was necessary for Australia Post to notify its customer, Senator Hanson, of the delivery delay.

The written warning, sent from Mr Macdonald to council chief executive Justin Hanney, was copied in to Ms Holgate and several senior Australia Post managers.

Australia Post sources familiar with the delivery stand-off said Ms Holgate also personally pushed for the delivery of the parcels in exchanges with the council.

Ms Holgate did not respond to the question of whether she spoke to Senator Hanson or One Nation directly before authorising the emailed threat.

In a statement Mr Hanney said the council had responsibility for overseeing the

receipt and distribution of essential supplies to residents in the North Melbourne public housing estate. "The City of Melbourne consulted with Australia Post and also sought advice from the federal police about whether the delivery breached the Commonwealth Criminal Code," Mr Hanney said.

He confirmed the council requested that Australia Post collect the parcels and they were not distributed.

In a statement an Australia Post spokesman said the organisation took its obligation to deliver mail as addressed seriously and "given the unique nature of the circumstances" delivered all mail to authorised officers at the site control centre.

"Upon subsequently being made aware that the items did not reach their ultimate destination, we raised it with the City of Melbourne and engaged with the sender in good faith to resolve the matter," the spokesman said.

In April the Morrison government granted temporary regulatory relief requested by Australia Post to allow letters to be delivered in metropolitan areas every second day, rather than every day, remove priority mail products and extend delivery time for intrastate letters to five days.

A month later the federal opposition announced it would seek to overturn the changes in the Senate with the support of the Greens.

The disallowance motion, which is still to come to a vote, needs support from four of the fiveperson crossbench to succeed.

The Age revealed in July that Ms Holgate and her executive general manager Sue Davies had flown to Brisbane to give Senator Hanson a tour of the service's Brisbane distribution centre.

Senator Hanson's spokesman, James Ashby, said yesterday that the parcels had been "dealt with" and "delivered". When asked who had requested Australia Post issue a legal threat to ensure they were delivered, he replied: "I'm unsure."

s 47 E(c)

Head of External Communications  
Corporate Affairs  
Level 14, 111 Bourke St MELBOURNE VIC 3000

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